



NETWORKS

MRSO Update

James Long

22nd October 2025

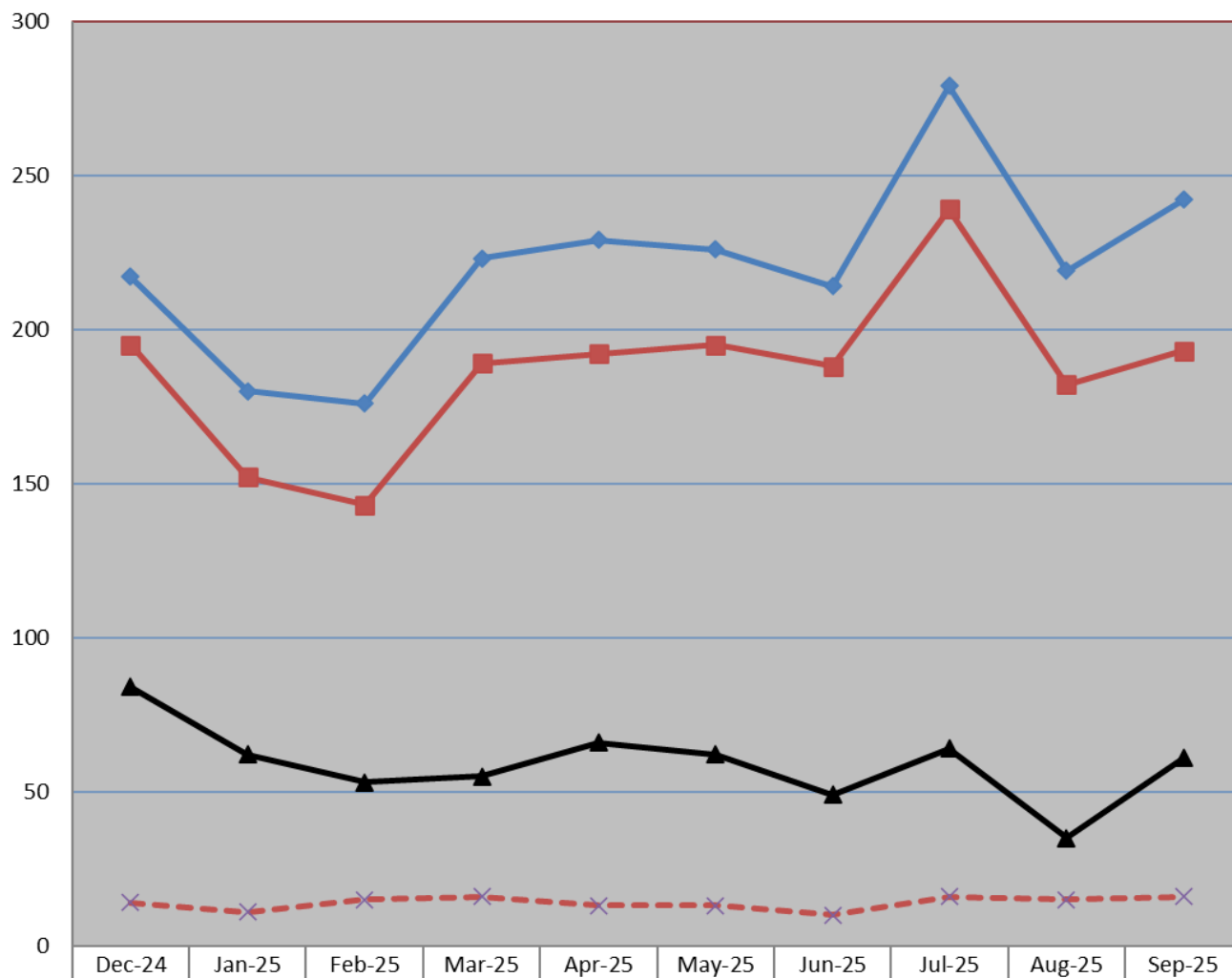


Debt Flagging

	July - 25	Aug - 25	Sept - 25
Total Debt Notifications received (012)	279 (19)	219 (15)	242 (17)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	40 (3)	37 (0)	49 (1)
Total Debt Notifications sent to gaining supplier (112)	239 (16)	182 (15)	193 (16)
Total not cancelled	175 (14)	147 (15)	132 (14)
Total cancelled	64 (2)	35 (0)	61 (2)
Total Debt Notifications sent to gaining supplier as % of total COS	0.48%	0.51%	0.40%

Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging

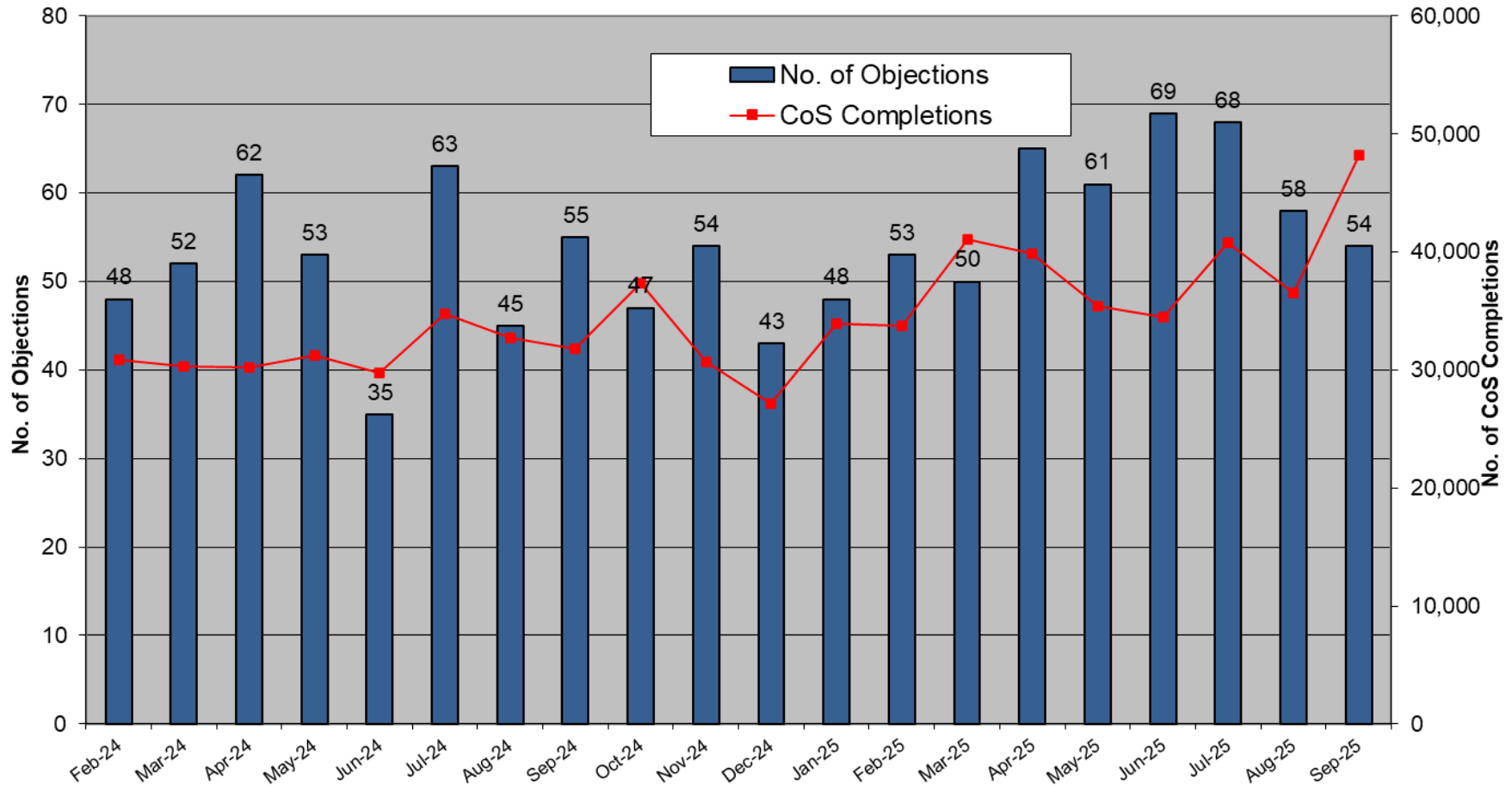


Total Debt Notifications received	217	180	176	223	229	226	214	279	219	242
Total Debt Notifications sent to gaining supplier	195	152	143	189	192	195	188	239	182	193
Total Cancelled	84	62	53	55	66	62	49	64	35	61
PAYG Debt Notifications sent to gaining supplier	14	11	15	16	13	13	10	16	15	16

Objections – Erroneous Transfer

	July - 25	Aug - 25	Sept - 25
No. of Objections	68	58	54
Cancellations from Objections	7	5	4
Objection emails to MRSO	5	11	5
Reasons:			
Uncontactable by phone			
Written communication	2	3	4
COS confirmed	3	8	1
Other			
Escalation emails	6	2	7

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 20th October 2025



MCC 12 – New Smart HH

Total to date – **539,286**

MCC 16 – New Smart Day / Night / Peak

Total to date – **74,814**